

-COMMUNITY HEALTH AND EMS PROFESSIONALS-

-COMMUNITY PARAMEDICINE-

**Ada County Community Paramedics
370 North Benjamin Lane, Boise, ID 83704
208-287-2993**

The Concept of Community Paramedicine:



- Meeting Healthcare Needs With Untapped Resources/Infrastructure/Providers
- Leveraging Resources/Partnerships
- Closing Gaps/Expanding Coverage By Expanding The Role Of EMS Professionals
- Comes With Additional Education And Medical Oversight
- Designing The Program To Meet The Specific Needs And Resources Of Each Community
- National Concept – Locally Tailored

EMS Agencies & Professionals



- Communications Infrastructure
- Reporting Requirements
- Electronic Patient Care Records
- Medical Interventions
- Medications
- Assessments
- Transfer of Patient Care
- Perception vs. Reality

Perception Vs Reality



Ada County Paramedics

FY2013 – 23,354 Total Calls

- 14,541 No Lights or Sirens, 62%
- 1,129 Lights and Sirens, 5%



Perception – Car Accidents
And Heart Attacks

Reality – Mix of Emergent
And Non-Emergent Patients

- Social Determinants of Health
- Mental Health
- Primary Care

Why EMS Professionals – Benefits



- EMS Professionals are one of the only healthcare providers who have to communicate with every other individual involved in health care.
- EMS Professionals perform many aspects of healthcare and care coordination which normally require multiple healthcare providers to complete.
- EMS Professionals see how a clinical plan fits into a person's actual life, barriers, and what happens when it fails.
- EMS Professionals work independently in nonclinical settings, and are comfortable with non-transport and assessment skills. Medics need to be able to find answers in this type of setting.
- EMS Professionals know local needs, populations and resources.
- EMS Professionals can extend the reach of providers into the home environment. "Eyes & Ears Of Providers"
- EMS is the link into the healthcare system.





Brief History of CPs at ACP

- **Began December 2011**
- **2 FTEs. 4 Half Time Paramedics**
- **1-3 Year Plan**
- **Additional Education – Colorado Mountain College**
 - * **Multiple Clinical Sites**
 - * **Continuing Education**
- **Community/Partner Stakeholder Engagement**
- **Program Focus/Pilot Development**
 - * **Transitions Care with Hospital**
 - * **Agency/County Health/Wellness Programs**
 - * **System Focus**



AdaCountyParamedics
We're in it for Life!
Community Paramedics

Established Programs/Pilots:

- At Risk Field Referrals
- Transitions Program with Hospitals
- County Wide Flu Vaccine Program/Wellness
- Mental Hold Emergency Department Diversion Pilot
- Formation of Liaison and Advisory Council
- D.O.T Program/Direct Observation Therapy - TB Medication

EMS Systems Partners Field Referral Program:

- ACP Personnel/Dispatch/ Law Enforcement/Fire Units
- Online Referral
- Patient Contact
- Over the Phone/In-Home
- 2013 – 94 Total Referrals
- 2014 – 48 Total Referrals
- Redesigned Online Referral Form



EMS Systems Partners Field Referral Program

On-Line Form

Community Paramedic Referral Form for EMS, Police and Fire

Community Paramedic Fax (208) 287-5812

Communityparamedics@adaweb.net

If you're an EMS system partner interested in referring a patient to the Ada County Community Paramedic Program, please fill out the form below and click "Submit." If you have any questions, please don't hesitate to contact the Ada County Community Paramedics at 208.287.2998 or 208.287.2993.

Today's Date

8/12/2014

Your Name

Your Email

Community
Paramedic
Concept

Client Information (Police and Fire departments only)

Client Last Name

First Name

MI

For
Patients

DOB

Age

Gender

Home Phone

For Healthcare
Providers

Street

City

State

Zip Code

For EMS and
System Partners

Encounter Information

- Ada County CP - Transitions Program - St Luke's Hospital System

- 30-Day Transitions Program**
- Reduce Readmissions**
- Empower Patients**
- Patient Types:**

CHF

COPD

AMI

- 2013 – 19 Total Patients**
- 2014 – 24 Referrals – 12 Accepted**





Community Paramedic Program Patient Satisfaction Evaluation

Community Paramedic Line (208)287-2998

YOUR VISIT WITH THE COMMUNITY PARAMEDIC:

	EXCELLENT	GOOD	NEUTRAL	FAIR	POOR
1. Willingness to listen carefully to you	5	4	3	2	1
2. Taking time to answer your questions	5	4	3	2	1
3. Amount of time spent with you	5	4	3	2	1
4. Explaining things in a way you could understand	5	4	3	2	1
5. Instructions regarding medication/follow-up care	5	4	3	2	1
6. Resource referral was appropriate and helpful	5	4	3	2	1
7. The thoroughness of the examination	5	4	3	2	1
8. Assistance in communicating with my providers	5	4	3	2	1

YOUR OVERALL SATISFACTION WITH:

1. The Community Paramedic Program	5	4	3	2	1
2. The quality of your medical care/evaluation	5	4	3	2	1
3. Overall rating of care/compassion from your Medic	5	4	3	2	1

WOULD YOU RECOMMEND THE SERVICE TO OTHERS?
IF NO, PLEASE TELL US WHY:

Yes

No

ANY ADDITIONAL COMMENTS ABOUT THE COMMUNITY PARAMEDIC VISIT OR PROGRAM:

THANK YOU FOR YOUR COMMENTS!

YOUR VISIT WITH THE COMMUNITY PARAMEDIC:

	EXCELLENT	GOOD	NEUTRAL	FAIR	POOR
1. Willingness to listen carefully to you	(5)	4	3	2	1
2. Taking time to answer your questions	(5)	4	3	2	1
3. Amount of time spent with you	(5)	4	3	2	1
4. Explaining things in a way you could understand	(5)	4	3	2	1
5. Instructions regarding medication/follow-up care	(5)	4	3	2	1
6. Resource referral was appropriate and helpful	(5)	4	3	2	1
7. The thoroughness of the examination	(5)	4	3	2	1

YOUR OVERALL SATISFACTION WITH:

1. The Community Paramedic Program	(5)	4	3	2	1
2. The quality of your medical care/evaluation	(5)	4	3	2	1
3. Overall rating of care/compassion from your Medic	(5)	4	3	2	1

WOULD YOU RECOMMEND THE SERVICE TO OTHERS?

Yes

No

IF NO, PLEASE TELL US WHY:

Unapproved Recommendation!AdaCountyParamedics
Community ParamedicsCommunity Paramedic Program
Patient Satisfaction Evaluation

Community Paramedic Line (208)287-2998

YOUR VISIT WITH THE COMMUNITY PARAMEDIC:

	EXCELLENT	GOOD	NEUTRAL	FAIR	POOR
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2. Taking time to answer your questions	(5)	4	3	2	1
3. Amount of time spent with you	(5)	4	3	2	1
4. Explaining things in a way you could understand	(5)	4	3	2	1
5. Instructions regarding medication/follow-up care	(5)	4	3	2	1
6. Resource referral was appropriate and helpful	5	(4)	3	2	1
7. The thoroughness of the examination	(5)	4	3	2	1

YOUR OVERALL SATISFACTION WITH:

1. The Community Paramedic Program	(5)	4	3	2	1
2. The quality of your medical care/evaluation	(5)	4	3	2	1
3. Overall rating of care/compassion from your Medic	(5)	4	3	2	1

WOULD YOU RECOMMEND THE SERVICE TO OTHERS?

Yes

No

IF NO, PLEASE TELL US WHY:

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YOUR VISIT WITH THE COMMUNITY PARAMEDIC:

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YOUR OVERALL SATISFACTION WITH:

1. The Community Paramedic Program	(5)	4	3	2	1
2. The quality of your medical care/evaluation	(5)	4	3	2	1
3. Overall rating of care/compassion from your Medic	(5)	4	3	2	1

WOULD YOU RECOMMEND THE SERVICE TO OTHERS?

Yes

No

IF NO, PLEASE TELL US WHY:

“Very supportive! Educational and provides resources for the heart failure patient to live by!”

ANY ADDITIONAL COMMENTS ABOUT THE COMMUNITY PARAMEDIC VISIT OR PROGRAM:

Very Supportive! Educational, & provides resources for the Heart Patient to LIVE BY!

“_____ was my paramedic and there is no way to say how wonderful he was! Great, great guy. He called every week and followed up and I truly miss talking to him. Wonderful Program”

_____ was my Paramedic, of there is no way to say how wonderful he was!! Great - Great guy! He called every week and followed up + as I will truly miss talking to him. Wonderful Program.

THANK YOU FOR YOUR COMMENTS!

“Extremely helpful – Dieticians helpful. Thanks for everything, making appointments for us.”

ANY ADDITIONAL COMMENTS ABOUT THE COMMUNITY PARAMEDIC VISIT OR PROGRAM:

Extremely helpful - Dieticians helped. Thanks for everything, making appt. for us.

“Unequivocal Recommendation!”

“Program provides an invaluable service. _____ was a stellar representative for the program. He explained things in understandable terms. He helped us through the transition from confusion to acceptance and being able to deal with a completely different and new lifestyle. The program offers tools for living as normally as possible.”

WOULD YOU RECOMMEND THE SERVICE TO OTHERS?		<input checked="" type="radio"/> Yes	<input type="radio"/> No
IF NO, PLEASE TELL US WHY:			
<u>Unequivocal Recommendation!</u>			
<hr/>			
ANY ADDITIONAL COMMENTS ABOUT THE COMMUNITY PAR		VISIT OR PROGRAM:	
<u>Program provides an invaluable service</u>		<u>was/is a stellar Representative</u>	
<u>in this program. He explained things in understandable terms. He directed</u>		<u>us through the transition from confusion to acceptance & being able to deal with</u>	
<u>a completely different & new lifestyle.</u>		<u>This program offers the tools</u>	
<u>to living as normally as possible.</u>		<u></u>	
<hr/>			
THANK YOU FOR YOUR COMMENTS!			

- Ada County CP - Transitions Pilot - Saint Alphonsus Hospital System

- 30-Day Transitions Program**
- Reduce Readmissions**
- Empower Patients**
- Patient Types:**
CHF

Contract Phase

Clinical Expectations

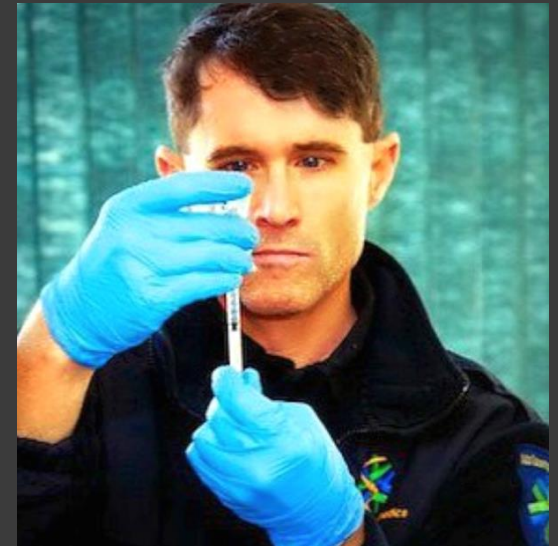
Referral Guidelines

Personnel Responsibilities and Liabilities



- Mobile Seasonal Flu Vaccination Clinics – Ada County Employees

- Two Main County Locations**
- Additional County Sites**
 - DMV**
 - Weed and Pest**
 - Waste Management**
 - Recreation**
 - 1600 Employees**
 - Approximately 500 employees prior**
 - 831 – 16% increase in two years**
 - Over 50% of total employee population vaccinated**
 - Included BP screenings, information campaign prior, prize drawing**
 - New health screenings – Cardiac Risk Panel/A1C/BMI**



Ada County CP Involuntary Mental Hold Emergency Department Diversion Program

- Working with Local Law Enforcement
- Goal – Direct Admission Mental Health Facility
- Expedite Care
- Screening Exam

Oral Toxicology Swab

Alcohol Breath Test

Vitals/ECG

Bed Assignment

Phase I Results

No ED Diversions – 52 Patients

29 (54%) Met Criteria

14 Minute Screening Time

Savings of \$70,035 in ED Charges

116 ED Bed Hours Saved (Almost 5 Days)



CP In-Home Medication Reconciliation Partnership

- February - completed our In-Home Medication Reconciliation Pilot Program
- Involved a partnership with Southwest Idaho Advanced Care Hospital
- Performed in-home medication reconciliations with 17 patients discharged home
- Goal – identify challenges or misunderstandings patients may have when they begin managing medications in the home
- Changed discharged protocols





Ada County Community Paramedic Liaison and Advisory Council

This group of healthcare experts are from all areas of the healthcare world with expertise ranging from community resources, government affairs and resource development to mental health and public health. The council consists of representatives from public health, state EMS, local hospital systems, nursing/home health and physicians.

- 15 Original Members**
- Addition of a Council Member –Education**

Community Paramedic Liaison and Advisory Council Mission

To bring together community leaders in healthcare who will advance the resources, reputation, and reach of our community paramedics to create an innovative and efficient healthcare delivery system.

Council Vision

Mobile Integrated Health Care – to provide leadership, resources, and modeling for the development of Community Paramedics into an active and collaborative part of the overall healthcare system.

Patient Care – to provide excellent patient-centered care, advocacy, and care coordination which will be driven by innovation, partnerships, patient activation, data collection and analysis, and continued education.

Community Leadership – to serve our community, patients and healthcare partners by leveraging established resources, innovation, data sharing, system coordination, education, and outreach.

Education – to be a leader in establishing national Community Paramedic educational standards which incorporate best-practices within healthcare.

Positive Outcomes – to ensure every program aspect will focus on meaningful patient outcomes and overall population health.

D.O.T Program – Direct Observation Therapy – TB Patients

- Contract with Central District Health Department
- Billed for one hour – then in 15 minute increments
- Observe medication self-administration
- Monitor for negative side effects



Community paramedics to take pressure off Winnipeg emergency rooms

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News

Community paramedic program helps ER visits drop in Ada County



Credit: Karen Zatkulak

Medicaid Savings



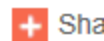
Home / News / Wisconsin Pilot Program Uses Paramedics In-Home to Reduce ER Visits



Wisconsin Pilot Program Uses Paramedics In-Home to Reduce ER Visits

Aim of the community paramedic program is to improve the health of the patient who comes home from the hospital

Pilot program uses extended paramedic visits to assess and coach patients recently discharged from the hospital



Sha

In a Boise area pilot project, paramedics are taking on a new role to help patients avoid a return trip to the hospital. Within 48 hours of being discharged from a hospital, high-risk patients receive a two-hour home visit with a community paramedic, then weekly follow-up phone calls for a month. While the initiative is still in its early stages, results are promising—patient satisfaction scores are high and readmissions are being prevented.



News

Minnesota Community Paramedic Program Keeps Patients Out of Hospitals

State has become the epicenter of the community paramedic movement

Dallas Fire-Rescue: Paramedic 'house calls' pilot program showing early signs of success

New community paramedicine law signed in Maine

Maine Emergency Medical Services Board will be reviewing proposals for pilot sites and where they will be approved

Community Paramedics Expand Health-Care Access

article

comments

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Jennifer Doyle | Friday, January 15, 2010

Like many communities in the U.S., small town Eagle Valley, Colo., has a health-care crisis on its hands, but it's not waiting for Congress to legislate a solution. The Western Eagle County Ambulance District and Eagle County Public Health Department collaborated to create a community paramedic program that aims to improve access to health care in their rural area, where primary care physicians are scarce, 26% of people in the county are uninsured and 46% of the ambulance district's residents are uninsured.



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Community paramedics expand health safety net

By Christopher Johnson
EDITORIAL ASSISTANT



University of Pittsburgh

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In the Headlines

March 18, 2013

Novel Community Paramedic Program Announced by Pitt's Congress of Neighboring Communities (CONNECT)

Leading Southwestern Pennsylvania health care organizations will

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< What's your fair share? | Main | 10 cities about to ask themselves "What next?" >

Paramedics take on expanded health-care role in rural Minnesota

Posted at 3:19 PM on April 8, 2011 by Jennifer Vogel (4 Comments)


Filed under: [Health care](#)

Novel Community Paramedic Program Announced by Pitt's Congress of Neighboring Communities (CONNECT)

03/18/2013

Leading Southwestern Pennsylvania health care organizations will collaborate to provide home care to residents suffering from chronic conditions

Community Paramedics Expand Health-Care Access



**CAPITOL
UPDATE**

*Because When Nurses Talk,
Washington Listens*

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January 17, 2013

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A New Delivery Model – the Community Paramedic?

The Affordable Care Act places increased emphasis on prevention

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Questions?